

ICD-10 Provider Informational Series Part II: MaineCare's Provider Outreach Plan

Provider Readiness Survey results showed that some providers are not yet aware of how ICD-10 will impact them or are not sure how to prepare for ICD-10. As a result, MaineCare has developed an action plan to outreach providers and to respond to provider requests for specific information.

The outreach strategy is summarized below:

- **Targeted Outreach.** MaineCare has initiated outreach to provider groups with low survey response rates to distribute provider-specific information about ICD-10 awareness, readiness, and needs for assistance.
- **Increasing Provider Awareness.** Outreach has been initiated to enlist provider associations in disseminating information about ICD-10 planning and execution, training, and testing.
- **Provider Readiness.** MaineCare will use listserv messages and remittance advice (RA) messages to provide ICD-10 planning and implementation information specific to provider types.
- **Provider Concerns and Needs.** MaineCare plans to increase external ICD-10 communication to address the major concerns raised by survey respondents. In addition, MaineCare has contacted providers who have submitted questions to the ICD-10 mailbox or who indicated via survey response that they wished to speak to a MaineCare staff member regarding ICD-10.

For more information, go to [MaineCare's ICD-10 webpage](#) or [CMS's ICD-10 Provider Resources' webpage](#). Please send questions about ICD-10 to MaineCare's [ICD-10 email box](#)